

This program is administered by the Louisiana Office of Community Development, with funding from the U.S. Department of Housing and Urban Development.

Restore LA supports Fair Housing/
Equal Employment Opportunity/
ADA Accessibility.



**RESTORE
LOUISIANA**

Homeowner Assistance Program

SURVEY GUIDE



HURRICANE FRANCINE

INSTRUCTIONS



Thank you for your interest in the Restore Louisiana Homeowner Assistance Program. Completing the survey is the critical first step in the application process. The survey will only be available to homeowners who meet the FEMA IA damage determination threshold of major/severe for Hurricane Francine. Homeowners who meeting the program's basic eligibility requirements are encouraged to complete the survey.

This survey guide is a tool to assist you in filling out the Restore Louisiana Homeowner Assistance Program survey.

If you have any questions not addressed by this survey guide, please call **1-866-735-2001** to speak with a program representative.

The survey can be completed on any mobile device, such as your phone or online at **restore.la.gov**.

To receive follow up info, you must have a mobile device that receives texts or an active email address.



866.735.2001



Info@Restore-LA.Org



Restore.La.Gov

ITEMS NEEDED TO COMPLETE THE SURVEY:

- A working email address or mobile device that can receive text messages
- Hazard/Flood Insurance Provider and Policy Number (if applicable)

SURVEY ACCOUNT REGISTRATION AND ACTIVATION



To start the survey online, click the **TAKE SURVEY** button found at restore.la.gov.

If you do not complete the survey in one session, your progress in each section is saved when you click on the **NEXT** button. You may logout and return to the survey at any time by clicking the **LOG ON TO YOUR SURVEY** button found at restore.la.gov.

TO REGISTER AS A FIRST TIME USER

You will be prompted to enter your name, phone number, email and password to register your account.

- The password should be at least eight characters long and should contain one number, one uppercase letter, and one special character.
- Complete all required fields, follow the reCAPTCHA prompts and click **CREATE ACCOUNT**.

You will be assigned a six-digit Account ID that will be used to login to your account. You will need this number along with your Last Name and Password to login to the survey.

You will also receive a one-time activation link in an automated email sent to the registered email address and/or to your registered mobile number. Click the activation link in the text/email message on your mobile device. Once you click the link, you will be logged into your account and may begin to complete the survey.

The screenshot shows the eGrants registration interface. On the left is a dark sidebar with the CIVIX logo and 'eGrants Menu' header. Below the header are two menu items: 'Login' and 'Register', both with right-pointing chevrons. The 'Register' option is highlighted. The main content area has a light blue header with 'eGRANTS MOBILE FRIENDLY' and a home icon. Below the header is the title 'Restore Louisiana Homeowner Assistance Program'. The form is divided into two main sections: 'User Details' and 'User Account'. The 'User Details' section includes a message: 'Chrome is a preferred browser for eGrants. The Create Account button will be enabled after all required fields are entered'. It contains four input fields: 'First Name (Required)' with placeholder 'Enter First Name', 'Last Name (Required)' with placeholder 'Enter Last Name', 'Mobile Phone Number (Mobile Phone Accepting Texts or Email is Required)' with a placeholder '() - -', and 'Email (Mobile Phone Accepting Texts or Email is Required)' with placeholder 'Enter Email Address'. The 'User Account' section contains two input fields: 'Password (Required)' with placeholder 'Enter Password' and 'Confirm Password (Required)' with placeholder 'Re-enter Password'. At the bottom of the form is a reCAPTCHA widget with the text 'I'm not a robot' and a small robot icon, along with a link to 'reCAPTCHA Privacy - Terms'.

LOGGING INTO YOUR ACCOUNT

You will receive a one-time verification code each time you login to your account, enter the verification code sent to the registered phone number and/or email address. The code will expire after 30-minutes. Once entered, you will be logged in to complete/view your survey.

The screenshot shows the mobile app interface for logging into an account. On the left is a dark sidebar with the CIVIX logo and 'eGrants Menu' header. Below the header are two menu items: 'Login' and 'Register', each with a right-pointing chevron. The main content area has a light blue header with 'eGRANTS MOBILE FRIENDLY' and a home icon. Below the header is the title 'Restore Louisiana Homeowner Assistance Program'. The login form includes a 'Login' button at the top, a message stating 'Chrome is a preferred browser for eGrants.', and a note: 'The Login button will be enabled after all required fields are entered.' The form contains three input fields: 'Account ID: (Required)', 'Last Name: (Required)', and 'Password: (Required)'. Below these is a section titled 'One More Thing....' with the text: 'We need to confirm your account. We've just sent you a one-time code to your email. Please check your email or mobile phone and enter the code below.' This is followed by a 'Verification Code: (Required)' field with a yellow border and a link for 'Request another one-time code'. A note at the bottom of this section says 'Please call 866-735-2001 for help related to your account'. At the bottom of the form is a reCAPTCHA widget with a green checkmark and the text 'I'm not a robot', and a 'Login' button.

SURVEY QUESTIONS



LOGIN to the survey to begin at restore.la.gov.

On each page, the **NEXT** button will be enabled when you have provided the necessary information.

1. DAMAGED RESIDENCE ADDRESS



In the **STREET ADDRESS** field below, begin typing the address of the damaged home. As you type, one or more addresses will be displayed. When the address of your damaged home appears, click on that address from the list. The **CITY** and **ZIP CODE** fields will auto fill. Check the information for accuracy.

When address is filled in, select the **PARISH** and **STRUCTURE TYPE** of the damaged home.

Once you fill in your address information, your FEMA Registration Number should automatically populate in the field if you meet the major/severe damage determination.

Click **NEXT** to continue the survey.

Note: If your address did not autofill, this indicates your address is not associated with a registered FEMA account for Hurricane Francine which is a requirement of this program.

In order to complete the program survey, an address must be selected.

If the Damaged Residence Address has already been submitted, the **DUPLICATE ADDRESS** screen will appear. It is not recommended to complete two surveys for the same address. If you encounter this screen, you can choose to **EXIT**, or you can check the box to continue. If you continue, a program representative will contact you for further verification.

The screenshot shows a mobile-friendly survey interface. At the top, there is a header with 'eGrants Menu', 'eGRANTS MOBILE FRIENDLY', 'HOME', and 'LOGOUT'. Below the header, the survey title is 'RESTORE24 UAT Louisiana Homeowner Assistance Program Survey'. A phone number '866.735.2001' is displayed. The main section is titled '1. Damaged Residence Address'. It contains instructions: 'The NEXT button will be enabled when you have provided the required information. The information on the page will be saved only when the NEXT button is clicked.' and 'In the STREET ADDRESS field below, begin typing the address of the damaged home. As you type, one or more addresses will be displayed. When the address of your damaged home appears, click on that address from the list. The CITY, ZIP CODE and FEMA Registration Number fields will auto fill. Check the information for accuracy. When address is filled in, select the PARISH and STRUCTURE TYPE of the damaged home. Click NEXT to continue the survey.' Below this, there is a note: 'If you do not find your address in the list, please continue to type more of your address. Please be sure to type your address as found on your FEMA letter. If you are a Renter, you will not be able to complete this Survey.' The form fields include: 'Street Address (Required)' with a placeholder 'Enter Street Address', 'Apartment/Unit Number' with a placeholder 'Enter Apartment/Unit Number', 'City (Required)' with a placeholder 'Enter City', 'Zip Code (Required)', 'Zip Plus 4', 'FEMA Registration Number', 'Select Parish of damaged home (Required):' with a dropdown menu showing 'Select Parish *', and 'Select structure of damaged home (Required):' with a dropdown menu showing 'Select Damaged Home Structure *'. At the bottom, there are 'Previous' and 'Next' buttons.



Select the parish of your damaged home from the drop-down menu.

Select the structure type of your damaged home from the drop-down menu: (below are further descriptions to help you identify the accurate structure type of your home)



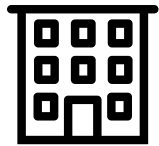
SINGLE-FAMILY HOME

A dwelling unit composed of a single living unit that is surrounded by permanent open spaces. A single-family home is one building with one address.



DUPLEX

A dwelling containing two separate living units that is surrounded by permanent open space.



CONDOMINIUM /TOWNHOME

A dwelling containing separate living units with different owners for each unit.

STRUCTURE TYPES (CONTINUED) →



MOBILE HOME - DOUBLE-WIDE - ON LEASED LAND

A dwelling unit composed of two components substantially assembled in a manufacturing plant and designed to be transported to a building site on its own chassis for placement on a supporting structure. This mobile home is installed on land that is not owned by the homeowner, such as in a trailer park.



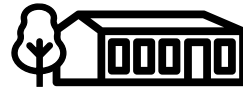
MOBILE HOME - SINGLE-WIDE - ON LEASED LAND

A dwelling unit substantially assembled in a manufacturing plant and designed to be transported to a building site on its own chassis for placement on a supporting structure. This mobile home is installed on land that is not owned by the homeowner, such as in a trailer park.



MOBILE HOME - DOUBLE-WIDE - ON OWNED LAND

A dwelling unit composed of two components substantially assembled in a manufacturing plant and designed to be transported to a building site on its own chassis for placement on a supporting structure. This mobile home is installed on land that is owned by the homeowner.



MOBILE HOME - SINGLE-WIDE - ON OWNED LAND

A dwelling unit substantially assembled in a manufacturing plant and designed to be transported to a building site on its own chassis for placement on a supporting structure. This mobile home is installed on land that is owned by the homeowner.

1A. OWNER OCCUPANT



Are you an owner of this damaged home and did you occupy it as your permanent residence at the time of disaster?

- a. Yes
- b. If No, please identify one owner-occupant of this damaged home
 - iii. First Name
 - iv. Last Name
 - v. Primary Phone #
 - vi. Email Address (optional)

A screenshot of a web-based survey form. The header includes 'eGrants Menu' with a 'CIVIX' logo, 'eGRANTS MOBILE FRIENDLY', 'HOME', and 'LOGOUT'. The survey title is 'RESTORE24 UAT Louisiana Homeowner Assistance Program Survey'. The section is '1A. Owner Occupant'. A note states: 'The NEXT button will be enabled when you have provided the required information. The information on the page will be saved only when the NEXT button is clicked.' The main question is: 'Are you an owner of this damaged home and did you occupy it as your permanent residence at the time of disaster? If you answered no, please complete the remainder of the survey as if you are the homeowner.' There is a 'No/Yes' toggle switch currently set to 'Yes'. Below the question, it says: 'Please complete the remainder of the Survey as if you are the Homeowner and provide the following details for the Homeowner.' The form fields are: 'First Name' (input field), 'Last Name' (input field), 'Primary Phone Number' (input field with a dropdown for area code), and 'Email Address' (input field). At the bottom are 'Previous' and 'Next' buttons.

After entering your information, check the box at the bottom of the page to confirm that the information is correct before proceeding to next question.

To be eligible for assistance, you (the Primary Applicant) must have owned the damaged property at the time of the disaster.

If you select “Yes,” you will later be asked to provide proof of ownership and occupancy during the application process.

If the User completing the survey is not the Homeowner, check the “No” checkbox and complete the remainder of the survey as if you are the Homeowner.

2. CONTACT INFORMATION

Would you like to provide an address and contact information that is different than the address of your damaged home?

- Yes
- If No, skip to next question

The screenshot shows a survey interface for the RESTORE24 UAT Louisiana Homeowner Assistance Program. The page title is "RESTORE24 UAT Louisiana Homeowner Assistance Program Survey". The current section is "2. Contact Information". A note states: "The NEXT button will be enabled when you have provided the required information. The information on the page will be saved only when the NEXT button is clicked." Below this, there is a question: "Would you like to provide an address and contact information that is different from the address of your damaged home?" with a "No/Yes" toggle switch. The form includes several input fields: "Name:", "Street Address (Required)", "Apartment/Unit Number:", "City (Required)", "State (Required)" (a dropdown menu labeled "Select State"), "Zip Code", "Primary Phone (Required)" (with a format guide "() - -"), "Mobile Phone", and "Email Address". At the bottom, there is a checkbox labeled "The information above is correct". Navigation buttons for "Previous" and "Next" are located at the bottom of the form.

If you answer “Yes,” or you are not currently residing in your damaged home, you may want to provide an alternate address where you are receiving your mail. Please provide a mobile phone number or email address where the program can easily contact you regarding next steps.

After entering your information, check the box at the bottom of the page to confirm that the information is correct before proceeding to next question.

3. DISASTER



Which major disaster damaged your home?

Hurricane Francine

A screenshot of a mobile survey interface. The top navigation bar includes the CIVIX logo, 'eGrants Menu', 'eGRANTS MOBILE FRIENDLY', a home icon, and 'LOGOUT'. A left sidebar menu lists 'Survey', 'Damaged Residence', 'Owner Occupant', 'Contact Information', and 'Disaster'. The main content area is titled 'RESTORE24 UAT Louisiana Homeowner Assistance Program Survey' and shows '3. Disaster' with instructions: 'The NEXT button will be enabled when you have provided the required information. The information on the page will be saved only when the NEXT button is clicked.' The question is 'Which major disaster impacted your home? (Required)'. A radio button is selected for 'Hurricane Francine 2024'. At the bottom are 'Previous' and 'Next' buttons.

Please select Hurricane Francine as the disaster that led to damage for the property that you, the Primary Applicant, referenced in Question 1.

4. FEMA REGISTRATION NUMBER



FEMA Registration Number that you were given when you applied for Individual Assistance (IA) for the Hurricane Francine (2024).

A screenshot of the eGrants mobile application interface. The top navigation bar includes the CIVIX logo, 'eGrants Menu', 'eGRANTS MOBILE FRIENDLY', 'HOME', and 'LOGOUT'. A left-hand menu lists categories: Survey, Damaged Residence, Owner Occupant, Contact Information, Disaster, FEMA, and Occupants. The main content area is titled 'RESTORE24 UAT Louisiana Homeowner Assistance Program Survey' and displays '4. FEMA Registration Number'. Below the title, there is a note: 'The NEXT button will be enabled when you have provided the required information. The information on the page will be saved only when the NEXT button is clicked.' The question text reads: 'FEMA registration number that you were given when you applied for Individual Assistance (IA) for the Hurricane Francine (2024)'. To the right of this text is a text input field labeled 'FEMA Registration Number.'. At the bottom of the question area are two buttons: '← Previous' and '→ Next'.

If you (the Primary Applicant) or another owner of the damaged property applied for FEMA Individual Assistance for the damaged property, the FEMA Registration Number will auto-populate based on the address you submitted in Question 1.

If the FEMA Registration Number listed does not match your records, please call the program call center at 866.735.2001.

5. OCCUPANTS



Information about the occupants of the house at the time of the disaster(s) that damaged your home.

(If multiple, use the time of the most recent disaster.)

A screenshot of a mobile survey interface. On the left is a dark grey sidebar with the CIVIX logo and 'eGrants Menu'. The menu items are: Survey, Damaged Residence, Owner Occupant, Contact Information, Disaster, FEMA, and Occupants. The main content area is white and shows question 5: '5. Information about occupants of the house at the time of the disaster(s) that damaged your home (if multiple, use the time of the most recent disaster)'. Below the question are two toggle questions: 'Was any occupant an owner who was age 62 or older?' and 'Was any occupant of the home disabled?'. At the bottom is a dropdown question: 'How many people occupied the household as permanent residents at the time of the disaster?'. The interface includes a top navigation bar with 'eGRANTS MOBILE FRIENDLY', 'HOME', and 'LOGOUT'.

Was any occupant an owner who was age 62 or older?

This question is not used to determine eligibility but may determine who is prioritized for assistance.

Was any occupant of the home disabled?

This question is not used to determine eligibility but may determine who is prioritized for assistance.

How many people occupied the home as permanent residents at the time of the disaster? (1 - 8+)

Please select from the dropdown menu how many occupants resided in the home at the time of the disaster.

All household members should be included here, regardless of their age or relationship to one another; this may include both related and unrelated persons, as well as multiple families.

6. HOUSEHOLD INCOME



Using the table above, select the income range that matches the total gross income for all members of the household (age 18 and older).

- a. \$42,401 - or more
- b. \$26,551 - 42,400
- c. \$15,901 - 26,550
- d. \$0 - 15,900

The screenshot shows a survey interface for the RESTORE24 UAT Louisiana Homeowner Assistance Program. The page title is "RESTORE24 UAT Louisiana Homeowner Assistance Program Survey". The current section is "6. Household Income".

Parish: Terrebonne
Household Members: 1

Total Estimated Household Income	
Category	Income Range (\$\$)
A	\$ 42,401 - or more
B	\$ 26,551 - 42,400
C	\$ 15,901 - 26,550
D	\$ 0 - 15,900

Using the table above, select the income range that matches the total gross income for all members of the household. [Select Income Range](#)

The Parish and Household Members fields should autofill from information provided in previous questions. Please select the appropriate range of income for ALL household members 18 years or older, not just owners at the time of disaster. The range you select should be a sum, adding together all incomes for household members.

Your gross income—also known as gross pay on your paycheck—is the individual’s total pay from all sources before taxes or other deductions.

7. INSURANCE

Did you have homeowners' insurance (hazard) on the structure of your home?

- If Yes, please enter the name of the insurance company.
- If Yes, please enter that policy number.

The screenshot shows the '7. Insurance' section of the eGrants mobile application. The sidebar menu on the left includes 'Survey', 'Damaged Residence', 'Owner Occupant', 'Contact Information', 'Disaster', 'FEMA', 'Occupants', 'Income', and 'Insurance'. The main content area contains the following questions and options:

- Question 1: "Did you have homeowner's insurance (hazard) on the structure of your home?" with a toggle switch set to "No/Yes".
- Question 2: "Did you have National Flood Insurance Program (NFIP) insurance on the structure of your home?" with a toggle switch set to "No/Yes".
- Question 3: "Did you have private flood insurance on the structure of your home?" with a toggle switch set to "No/Yes".
- Question 4: "How much in insurance proceeds have you received, or how much do you anticipate receiving, from all insurance policies for repairs to the structure of the home? This amount should ONLY include the structure of your home—not other purposes, such as the contents of the home." with a dropdown menu showing options: "\$0 - \$0.00", "\$1 - \$10,000", "\$10,001 - \$25,000", "\$25,001 - \$50,000", and "\$50,001 - \$75,000".
- Question 5: "Have you ever received federal assistance (FEMA, SBA, CDBG) from a previous disaster prior to 2024?" with a toggle switch set to "No/Yes".
- Question 6: "Have you received a Substantial Damage/Improvement Determination Letter from your local jurisdiction (City or Parish) that you can provide to the Program if requested?" with a toggle switch set to "No/Yes".

At the bottom of the screen, there are "Previous" and "Next" buttons.

Select whether you had homeowners' insurance at the time of the disaster when your home was damaged by selecting "Yes" or "No."

If you select "Yes" for this question, you will be asked to answer two additional questions regarding your homeowners' insurance.

If you select "No," for this question, you will proceed to the next section of Question 10.

If you select "Yes," please then enter the name of your insurance company and associated policy number. Note: The insurance company question is a required field and must be answered in order to access the next screen.

If you do not know your policy number, you may call your insurance company to verify.

7. INSURANCE (CONTINUED)



Did you have National Flood Insurance Program (NFIP) insurance on the structure of your home?

Select whether you had National Flood Insurance Program (NFIP) insurance at the time of the disaster when your home was damaged by selecting “Yes” or “No.”

If you select “Yes,” please then enter your insurance policy number.

If you select “No,” you will proceed to the next section of Question 10.

Did you have private flood insurance on the structure of your home?

Select whether you had private insurance at the time of the disaster when your home was damaged by selecting “Yes” or “No.”

If you select “Yes,” please then enter the name of your insurance company and associating policy number.

If you select “No,” you will proceed to the next section. Note: The insurance company question is a required field and must be answered in order to access the next screen.

How much in insurance proceeds have you received, or how much do you anticipate receiving, from all insurance policies for repairs to the structure of the home?

This amount should ONLY include the structure of your home—not other purposes, including the contents of the home.

Please select the range that matches the monetary amount of all insurance proceeds you have received or expect to receive to repair the damage done to the structure of your home, not for contents or living expenses, following the disaster event that damaged your home. This number should reflect all funding or reimbursement for repairs in response to the disaster event.

7. INSURANCE (CONTINUED)



Have you ever received federal assistance (FEMA, SBA, CDBG) from a previous disaster prior to 2024?

Prior to Hurricane Francine, select “Yes” or “No” to answer whether you have received federal assistance of any previous event, regardless of assistance scope or amount.

If you select “Yes” for this question, you will be asked to answer two additional questions regarding your federal assistance.

If you select “No,” for this question, you will proceed to the next section.

If you answered “Yes,” to the first question:

Select whether you were required to maintain flood insurance after you received federal assistance from the previous disaster event.

Select whether you have maintained flood insurance after you received federal assistance from the previous disaster event.

Have you received a Substantial Damage Determination from your local jurisdiction due to the damage to your home?

Substantial Damage Determination letters (SDL) are only issued to properties located in a Special Flood Hazard Area. If your local jurisdiction made a determination of substantial damage to your home following the disaster event that led to damage, please select “Yes.” When the cost of the repairs equals or exceeds 50% of the pre-damage market value of the home, the damages are considered Substantial Damage.

If no determination was made, please select “No.”

8. YEAR HOUSE WAS CONSTRUCTED



Was your home constructed prior to 1978?

If your home was constructed prior to 1978, please select “Yes.” Homes constructed before 1978 were constructed using lead-based paint in the home, so this question helps determine if lead-based paint may need to be addressed during the repair process. This question does not determine eligibility.

Do you know if this home has gone through a major renovation since 1978, including new paint to the exterior and/or interior of the home?

Please to the best of your ability answer whether this home has gone through a major renovation since 1978.

Do you have a concern of lead-based paint in the home?

Please state whether you have a concern that there is currently lead-based paint in the damaged home.

The screenshot shows a mobile-friendly survey interface. On the left is a dark sidebar with the 'CIVIX eGrants Menu' containing a list of survey sections: Survey, Damaged Residence, Owner Occupant, Contact Information, Disaster, FEMA, Occupants, Income, Insurance, and Year. The main content area has a header with 'eGRANTS MOBILE FRIENDLY', 'HOME', and 'LOGOUT'. The survey title is 'RESTORE24 UAT Louisiana Homeowner Assistance Program Survey'. The current question is '8. Year House Was Constructed'. Below the question is a toggle switch for 'Was your home constructed prior to 1978?'. The toggle is currently in the 'No' position. There are 'Previous' and 'Next' buttons at the bottom of the question area. The interface includes a 'CIVIX eGrants Menu' on the left and navigation links for 'HOME' and 'LOGOUT' at the top right.

9. ABOUT HOME REPAIRS

Have any repairs been done for storm-related damage on your home?

Please select “Yes” if repairs have been completed to the damaged property, including repairs that have been partially completed but still require additional work. These repairs could have been completed by you, an organization, a contractor, or a handyman. The program will verify all completed and remaining repairs through an inspection.

If you select “Yes” for this question, you will be asked to answer four additional questions regarding your home repairs.

If you select “No,” for this question, you will proceed to the next section.

Have you engaged a contractor?

If you answered “Yes” to the first question:

Please select whether you hired a contractor to conduct repair work on the damaged home.

Have you completed the repairs?

Please answer whether you have concluded the repairs on the damaged home.

The screenshot shows a mobile-friendly survey interface. At the top, there is a header with the CIVIX logo, 'eGrants Menu', 'eGRANTS MOBILE FRIENDLY', 'HOME', and 'LOGOUT'. A sidebar menu on the left lists survey sections: Survey, Damaged Residence, Owner Occupant, Contact Information, Disaster, FEMA, Occupants, Income, Insurance, Year, and Repairs. The main content area is titled 'RESTORE24 UAT Louisiana Homeowner Assistance Program Survey' and '9. About Home Repairs'. It contains several questions with toggle and radio button options. Question 9 asks 'Have any repairs been done for storm-related damage on your home?' with a 'No/Yes' label and a blue toggle set to 'Yes'. Below it are four more questions: 'Have you engaged a contractor?', 'Have you completed the repairs?', 'Are you back in your home?', and 'What is the estimated dollar amount of materials purchased and labor paid to date for your repairs?' (with a text input field). Each of these four questions has a 'No/Yes' label and a grey toggle set to 'No'. Question 10 asks 'If you have not completed the repairs, are you interested in rebuilding/repairing your home?' with a 'No/Yes' label and a blue toggle set to 'Yes'. Question 11 asks 'If you do not want to rebuild your home, would you be interested in selling your home?' with a 'No/Yes' label and a grey toggle set to 'No'. A note below question 11 states: 'Please note: This option is not available at this time, but the Louisiana Office of Community Development will review situations on a case-by-case basis to determine the cost effectiveness of buying a home from an eligible household that wishes to sell the property.' At the bottom, there are 'Previous' and 'Next' navigation buttons.

9. ABOUT HOME REPAIRS (CONTINUED)



Are you back in your home?

Please select whether you have moved back into the repaired home as your full-time place of residence.

What is the estimated dollar amount of materials purchased and labor paid to date for your repairs?

Please to the best of your ability provide the dollar amount estimate culminating the total materials purchased and labor paid up to this point in time for all structural repairs on the home. Please keep all of your receipts. You may be requested to substantiate these costs with receipts or paid invoices during the application process.

If you have not completed the repairs, are you interested in rebuilding/repairing your home?

If you select “Yes” for this question, you will not fill out the rest of this section and can proceed to the end of the survey.

If you select “No” for this question, please answer the next question regarding home repairs.

If No, If you do not want to rebuild your home, would you be interested in selling your home?

Please note: This option is not available at this time, but the Louisiana Office of Community Development - Disaster Recovery will review situations on a case-by-case basis to determine the cost effectiveness of buying a home from an eligible household that wishes to sell the property.

If you select “Yes” for this question, a program representative will reach out to you to discuss potential options as they become available.

YOU HAVE FINISHED ANSWERING THE QUESTIONS.



You are ready to submit the survey.

The **SUBMIT** button will be enabled when you have provided the necessary information.

You can use the **PREVIOUS** button or the left panel navigation tabs to review or update the current responses to the survey questions.

HOW TO SUBMIT THE SURVEY



After you have read and acknowledged the text on this screen, you should submit the survey.

By submitting this survey, I certify that the information I have given is complete and correct. Failure to provide complete, accurate and truthful information may result in my ineligibility for grant assistance.*

Click the Submit button one time and you will receive an automated email or text response that confirms it has been submitted.

The screenshot displays the 'eGrants Menu' on the left with a scrollable list of survey sections: Survey, Damaged Residence, Owner Occupant, Contact Information, Disaster, FEMA, Occupants, Income, Insurance, Year, and Repairs. The main content area is titled 'RESTORE24 UAT Louisiana Homeowner Assistance Program Survey'. It contains the following text: 'You have finished answering the questions. You are ready to submit the survey.' followed by a note: 'The Submit button will be enabled when you have provided the necessary information'. Below this, instructions state: 'Before clicking the Submit button, please use the Previous button or the left panel menu navigation tabs to review or update the current responses to each of the Survey questions. After all responses have been reviewed for accuracy, use the Next button to navigate to this last page of the Survey and follow the below instructions.' A paragraph follows: 'When you click the button below, you will submit your survey. Until you are notified that you can start your application, you may return to update your survey responses and resubmit your survey.' Another paragraph reads: 'You have completed the survey. After you have read and acknowledged the text on this screen, you should submit the survey.' At the bottom, there is a checkbox with the text: 'BY SUBMITTING THIS SURVEY, I certify that the information I have given is complete and correct. Failure to provide complete, accurate and truthful information may result in my INELIGIBILITY FOR GRANT ASSISTANCE.' Two buttons are visible at the bottom: 'Previous' and 'Submit'.

RESTORE.LA.GOV
INFO@RESTORE-LA.ORG
1-866-735-2001

